



Health Services
LOS ANGELES COUNTY

January 11, 2008

**Los Angeles County
Board of Supervisors**

Gloria Molina
First District

Yvonne B. Burke
Second District

Zev Yaroslavsky
Third District

Don Knabe
Fourth District

Michael D. Antonovich
Fifth District

TO: Each Supervisor

FROM: Bruce A. Chernof, M.D.
Director and Chief Medical Officer

**SUBJECT: STATUS OF THE IMPLEMENTATION OF THE
CONTINGENCY SERVICES PLAN AT MARTIN LUTHER
KING, JR. – HARBOR HOSPITAL**

This is to provide your Board with the monthly report on the status of the Martin Luther King, Jr. - Multi-Service Ambulatory Care Center (MLK MACC), the impact of the closure of MLK-Harbor Hospital, and the progress of the plan to reopen MLK Hospital.

MLK MACC Service Indicators

Urgent Care

There were 504 total (adult and pediatric) urgent care visits in the week ending January 5, 2008 (Attachment I). This is a 15% increase from the prior week when 439 visits were provided. Beginning with January 2007 the Department will begin reporting urgent care visit data by month.

There were 144 patients transferred out of the urgent care center to hospitals (primarily Harbor-UCLA Medical Center) during December 2007 compared to 146 in November 2007. Six of these transfers were initiated through a call to 9-1-1.

Staff from the MLK MACC urgent care, Emergency Medical Services (EMS) Agency Medical Alert Center (MAC), and Rancho Los Amigos National Rehabilitation Center have established criteria and implemented a process to identify and transfer appropriate patients from the MLK MACC urgent care center to Rancho Los Amigos when admission is required. Patients meeting the criteria are now being transferred directly from the MLK MACC urgent care to Rancho Los Amigos.

Outpatient Primary and Specialty Care Visits

The number of outpatient primary and specialty care visits for the week ending January 5, 2008, was 1,475 (Attachment I). This is an 8% increase from the prior week when 1,371 visits were provided. The number of outpatient primary and specialty care visits was lower during this time period due to holidays. Beginning with January 2007 the Department will begin reporting outpatient visit data by month.

313 N. Figueroa Street, Suite 912
Los Angeles, CA 90012

Tel: (213) 240-8101
Fax: (213) 481-0503

www.ladhs.org

*To improve health
through leadership,
service and education.*



www.ladhs.org

Patient Transportation for Scheduled Appointments

Patient transportation services are available between the MLK MACC, Harbor-UCLA Medical Center, Hubert H. Humphrey Comprehensive Health Center, and Dollarhide Health Center. Patients can arrange for door-to-door transportation from home for scheduled appointments. Transportation services are provided Monday through Friday, 7:00 a.m. to 5:00 p.m.

In December 2007, MLK provided transportation to 354 patients and companions. This compares to 399 patients and companions who were provided transportation in November 2007.

2-1-1 Call Volume

In December 2007 there were 162 calls to 2-1-1 related to MLK. This compares to 198 calls in November 2007. Callers to 2-1-1 have the option of receiving recorded information on MLK, speaking to a call center operator, or being transferred directly to the MLK MACC.

Impacted Hospitals – Emergency Department Volume and 9-1-1 Transports

As reported previously, the Emergency Medical Services (EMS) Agency in collaboration with EMS field providers and surrounding hospitals redrew the ambulance service areas to redirect 9-1-1 ambulances in an effective manner while limiting disruption to the EMS system to the greatest degree possible. Nine private “impacted” hospitals were offered an agreement including reimbursement for uninsured 9-1-1 patients from MLK’s geographical area and priority for transfers into the County and MetroCare contract facilities. Additional funding was also allocated for physician reimbursement of 9-1-1 and walk-in patients. Seven of the nine hospitals signed the agreement.

The EMS Agency continues to closely monitor redirected ambulance traffic. The average daily number of patients registered in the emergency departments (ED) of the impacted hospitals and the average daily number of 9-1-1 transports has generally remained level since the closure of MLK-Harbor Hospital. All impacted hospitals continue to report a sustained increase in ambulance traffic, ED volume, and demand for inpatient beds.

The ED volume and 9-1-1 transport data provided below are self-reported by the hospitals. The nine impacted private hospitals did not report ED or 9-1-1 transport data to DHS prior to DHS requesting this information at the time MLK-Harbor Hospital closed. For this reason, DHS has not yet been able to compare data for the period before and after the closure of the Hospital.

The Office of Statewide Health Planning and Development (OSHPD) captures data on the utilization of health care services including emergency department visits. This data can be used to analyze trends over time. There is a significant lag between the end of the reporting period and the time the data become available. When available, DHS will analyze the OSHPD data and prepare a report for your Board.

Emergency Department Volume

During the week ending December 29, 2007, a daily average of 1,249 patients registered in the EDs of the eight impacted hospitals that reported data for the week (Attachment II). This reflects an 8% increase from the daily average of 1,159 patients during the prior week. Harbor-UCLA Medical Center registered a daily average of 257 ED patients during the week ending December 29, compared to 270 the prior week. LAC+USC Medical Center registered a daily average of 390 ED patients during the week ending December 29, compared to 391 the prior week. This data is self-reported by the hospitals.

9-1-1 Transports

During the week ending December 29, 2007, there was a daily average of 246 9-1-1 transports to the eight impacted hospitals that reported data for the week (Attachment II). This reflects a 3% increase from the daily average of 238 9-1-1 transports during the prior week. Harbor-UCLA Medical Center had a daily average of 29 9-1-1 transports during the week ending December 29, compared to 26 the prior week. LAC+USC Medical Center had a daily average of 50 9-1-1 transports during the week ending December 29, compared to 54 the prior week. This data is also self-reported by the hospitals.

Impacted Hospital Transfer Program

During December 2007, the impacted hospitals referred 85 eligible patients to the EMS Agency for transfer into DHS and other hospitals. This compares to 71 eligible patients in November 2007. Of the 85 eligible patients referred in December 2007, 42 were accepted for transfer. The main reasons why eligible patients were not accepted for transfer were: the patient was discharged (9), the patient no longer had an acute care need (8), there was no capacity (6), and the referral was cancelled by the sending facility (4).

The 42 patients that were transferred went to the following hospitals: LAC+USC Medical Center (12), St. Vincent Medical Center (11), Harbor-UCLA Medical Center (8), Olive View-UCLA Medical Center (8), Rancho Los Amigos National Rehabilitation Center (2), and City of Angels Medical Center (1).

South Los Angeles Medical Services Preservation Fund (SB 474)

On October 12, 2007, Governor Arnold Schwarzenegger signed into law Senate Bill (SB) 474 which established a \$100.0 million annual fund to stabilize health services for low-income, underserved populations of South Los Angeles. The "South Los Angeles Medical Services Preservation Fund" is intended to address the regional impact of the closure of MLK-Harbor Hospital and will help defray County costs for treating uninsured patients in the South Los Angeles area.

On November 9, 2007, the Department provided your Board with a plan for distribution of these funds that included providing Public Private Partnership (PPP) providers in Service Planning Area (SPA) 6 with dollars to provide urgent care/walk-in visits; releasing a request

for proposals (RFP) for strategic initiatives to provide primary, specialty, and urgent care services in South Los Angeles; and the provision of supplemental Medi-Cal payments to impacted hospitals providing services to Medi-Cal patients from the MLK service area.

The contract amendments with PPP providers in SPA 6 for the provision of urgent care/walk-in services are scheduled to come before your Board in early February. The Department anticipates releasing the strategic initiatives RFP this month.

A methodology for distribution of the Medi-Cal supplemental funds for the seven hospitals that have signed the Impacted Hospital Program Agreement has been finalized. Long Beach Memorial Medical Center and Kaiser Bellflower Medical Center did not sign the agreement. Funding for Fiscal Year 2007-08 is in the amount of \$8,497,000 (50% County funds and 50% Federal). The distribution methodology is:

- Each hospital shall receive a base amount of \$500,000 for program participation.
- Fifty percent (50%) of the remaining funds will be allocated based on percentage of ED treatment bays (as determined jointly by the Hospital Association of Southern California and DHS as recognized by State licensing) among the contracted hospitals.
- The remaining 50% will be allocated based on percentage of Medi-Cal paid days for a defined annual period (as recorded by the California Department of Health Care Services).

Harbor-UCLA Medical Center

Beginning December 3, 2007, the EMS Agency implemented a satellite Medical Alert Center (MAC) at Harbor-UCLA Medical Center to facilitate the transfer of patients from Harbor-UCLA Medical Center ED to Rancho Los Amigos and participating private hospitals. The pilot transfer program is operational Monday through Friday, from 6:30 a.m. to 3:00 p.m. MAC staff are transferring three to five patients per day to other hospitals.

The urgent care center at Harbor-UCLA Medical Center is open Monday through Friday from 8:00 a.m. to 12:30 a.m. and Saturdays from 10:00 a.m. to 6:30 p.m. The urgent care center is expanding to add a second shift on Saturdays and to provide services on Sundays. Harbor is experiencing difficulty recruiting physicians. The additional weekend shifts will be opened as physicians are hired.

Progress to Re-open MLK-Harbor Hospital

Work is actively continuing with the previously identified potential outside operators. The Department has provided the potential operators with due diligence information including seismic and financial data. The Department plans to bring recommendations to your Board by the end of January 2008.

Each Supervisor
January 11, 2008
Page 5

Conclusion

If you have any questions or need additional information, please let me know.

BAC:cb
708:004

Attachments

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors

Los Angeles County Department of Health Services
MARTIN LUTHER KING, JR. - MULTI-SERVICE AMBULATORY CARE CENTER
 Urgent Care, Primary and Specialty Care Visits
 Week Ending January 5, 2008¹

Visit Type	10/6/2007	10/13/2007	10/20/2007	10/27/2007	11/3/2007	11/10/2007	11/17/2007	11/24/2007	12/1/2007	12/8/2007	12/15/2007	12/22/2007	12/29/2007	1/5/2008	Trend Indicator ²
Urgent Care ³	440	475	495	556	415	469	515	436	494	476	463	416	439	504	↑
Primary and Specialty Care	1,930	1,754*	2,192	2,177	2,175	2,399	2,054*	1,520*	2,572	2,414	2,471	2,392	1,371*	1,475*	↓

¹ Weekly statistics reflect activities beginning on Sunday 12:00 midnight and ending on Saturday 11:59 pm.

² Trend Indicator is calculated by comparing current week to average of previous four weeks (unless otherwise adjusted): Up arrow indicates an increase of 5% or greater, down arrow indicates a decrease of 5% or greater.

³ Urgent care visits include pediatric and adult urgent care visits.

* Number of visits is lower due to holidays. This number is weighted for use in the calculation of the trend indicator.

Los Angeles County Department of Health Services
SELF-REPORTED POLL OF HOSPITALS IMPACTED BY CLOSURE OF MLK-HARBOR HOSPITAL

Hospital	Average Daily Emergency Department (ED) Volume													Trend Indicator ¹
	Week of 10/7/07- 10/13/07	Week of 10/14/07- 10/20/07	Week of 10/21/07- 10/27/07	Week of 10/28/07- 11/3/07	Week of 11/4/07- 11/10/07	Week of 11/11/07- 11/17/07	Week of 11/18/07- 11/24/07	Week of 11/25/07- 12/1/07	Week of 12/2/07- 12/8/07	Week of 12/9/07- 12/15/07	Week of 12/16/07- 12/22/07	Week of 12/23/07- 12/29/07		
California Hospital Medical Center: 26 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	164	170	169	150	154	165	151	157	153	149	150	162	↑	
# of 9-1-1 Transports	50	48	55	50	49	53	49	45	48	47	45	44	→	
Centinela Freeman Regional Medical Center: 36 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	169	174	172	158	166	180	170	176	169	169	179	176	→	
# of 9-1-1 Transports	58	55	57	52	55	60	60	50	47	53	61	67	↑	
Downey Regional Medical Center: 22 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	128	132	127	129	128	137	128	125	121	116	123	135	↑	
# of 9-1-1 Transports	24	25	21	22	24	25	21	20	21	26	20	23	↑	
Kaiser Foundation - Bellflower: 45 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	236	232	244	238	224	238	220	227	222	216	210	237	↑	
# of 9-1-1 Transports	24	25	24	22	23	25	21	24	25	25	24	25	→	
Lakewood Regional Medical Center: 14 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	92	94	104	97	91	100	98	92	87	89	98	97	↑	
# of 9-1-1 Transports	11	14	17	18	18	16	15	17	14	19	23	19	→	
Long Beach Memorial Medical Center: 53 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	248	248	247	227	224	246	236	236	228	236	232	258	↑	
# of 9-1-1 Transports	40	39	42	36	35	42	37	34	41	40	35	41	↑	
Memorial Hospital of Gardena: 10 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	83	85	83	71	76	84	73	80	71	72	68	68	↓	
# of 9-1-1 Transports	20	17	16	14	18	18	12	15	15	14	13	13	↓	
St. Francis Medical Center: 39 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	167	163	187	177	170	174	163	161	171	*	*	*	*	
# of 9-1-1 Transports	30	26	30	31	32	30	30	31	37	*	*	*	*	
White Memorial Medical Center: 28 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	111	114	113	115	108	114	109	106	103	98	99	116	↑	
# of 9-1-1 Transports	16	20	18	17	15	18	14	15	19	18	17	14	↓	
TOTAL														
# of Patients Registered In the Emergency Department	1,398	1,412	1,446	1,362	1,341	1,438	1,348	1,360	1,325	1,145 ⁴	1,159 ⁴	1,249 ⁴	→	
# of 9-1-1 Transports	273	269	280	262	269	287	259	251	267	242 ⁴	238 ⁴	246 ⁴	→	
Harbor/UCLA Medical Center: 55 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	228	219	225	209	210	246	246	280	272	261	270	257	↓	
# of 9-1-1 Transports	29	24	29	25	28	26	27	26	32	25	26	29	↑	
LAC+USC Medical Center: 72 Emergency Department Treatment Stations														
# of Patients Registered In the Emergency Department	424	423	445	423	411	422	379	412	405	381	391	390	→	
# of 9-1-1 Transports	47	49	54	48	52	50	47	45	45	43	54	50	↑	

* Not reported/available

These numbers have been updated based on revised information.

¹ Trend Indicator is calculated by comparing current week to average of previous four weeks (unless otherwise adjusted): Up arrow indicates an increase of 5% or greater, down arrow indicates a decrease of 5% or greater. Trend Indicator is reported where data² Beginning the week of 9/30/07, Harbor/UCLA Medical Center began reporting all ambulance transports (Medical, Trauma, Advanced Life Support (ALS), and Basic Life Support (BLS)). Prior to the week of 9/30/07 BLS transports were not included in the total.³ Prior to the week ending 9/29/07, total for number of 9-1-1 transports does not include Long Beach Memorial Medical Center.⁴ Total does not include St. Francis Medical Center.